

### REMARKS

Applicant's remarks below are preceded by quotations of relevant remarks from the office action in bold-face, small type.

**4. Examiner disagrees with applicant's analysis of Hill (088). Examiner sees the catalog software itself as the commodity, not the items in the catalog. The catalog software is being interacted with, providing a two-way interaction, then automatically being triggered by the user's selections to call the mainframe to report the order.**

**5. Claim 48-51, 61, 62, 75-78, 82 are rejected under 35 U.S.C. 102(e) as being anticipated by Hill (6,131,088).**

**As per Claim 48.**

**Hill ('088) discloses:**

**units of a commodity that are used by respective users in different locations, see column 2, lines 7-9;**

**a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding units of the commodity for generating information about use of the unit of the commodity by a user, see column 2, lines 9-11;**

**a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, see column 2, lines 12-16;**

**software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location, see column 2, line 16-27.**

Claim 48 has been amended. The claimed system includes units of a commodity that has a user interface. The user interface provides a medium for local interactions that generate information about the commodity.

Hill discloses a system for sending a user an electronic catalog that includes information about different products. The catalog can be interacted with to receive users' selections and report orders to a mainframe. Hill, however, neither suggests nor discloses that the user interact with an interface to generate information about the commodity. Supposing that the commodity is the catalog software itself, Hill neither suggests nor discloses that the user interact with an interface to generate information about the catalog software, for example, information about the value, marketing, or future design of the catalog software.

**7. Claims 53-60, 63, and 79, 81, 82 [sic] are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims. Claims 58-60, and 80 which depend from claim 57 would be allowable if the objection to claim 57 is overcome. Claim 56, which depends from claim 55 would be allowable if the objection to claim 55 is overcome.**

As newly entered, claim 135 presents claim 57 in independent form.

**As per Claim 53.**

**Hill ('088) discloses all the limitations of claim 48.**

**Hill ('088) does not disclose:**

**units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.**

Newly entered claim 90 relates a system that includes units of a telephonic device having a user interface for generating information about use of the unit by a user. Claim 91, which depends from claim 90, introduces all the limitations of claim 53.

**As per Claim 54 and 79.**

**Hill ('088) discloses all the limitations of claim 48.**

**Hill ('088) does not disclose:**

**the results of the interactions are forwarded from the central location to a remote server for analysis.**

Newly entered claim 98 presents claim 79 in independent form. Claim 100 which depends from claim 98 has the limitations of claim 54.

**As per Claim 55.**

**Hill ('088) discloses all the limitations of claim 48.**

**Hill ('088) does not disclose:**

**units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.**

Claim 92, which depends from claim 90, introduces all the limitations of claim 55.

**As per Claim 63.**

**Hill ('088) discloses all the limitations of claim 62.**

**Hill ('088) does not disclose:**

**the user interface triggers two-way interactions that comprise training based on two-way interactions with all or some other users, the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users.**

Newly entered claim 109 is directed to a system that includes units of commodity with an interface that has a medium for providing instructional information. Claim 111, which depends from claim 109 has all the limitations of claim 63.

**As per Claim 81.**

**Hill ('088) discloses all the limitations of claim 62.**

**Hill ('088) does not disclose:  
the style is hypertext.**

Newly entered claim 119 presents claim 81 in independent form.

**As per Claim 83.**

**Hill ('088) discloses all the limitations of claim 81.**

**Hill ('088) does not disclose:  
the software that manages the interactions of the users sends the probes to each  
of the units of the commodity.**

Claim 126 presents claim 83 in independent form with the limitations of intervening claims.


**Information Disclosure Statements.** Applicant's files are missing a copy, initialed by the Examiner, of the Information Disclosure Statement Form PTO-1449 (Paper 2) filed with the application, August 6, 1999. Please provide us with an initial copy or otherwise indicate consideration of those cited references.

Attached is a marked-up version of the changes being made by the current amendment. No new matter has been added. Applicant asks that all claims be allowed. Enclosed is a \$672 check for excess claim fees. Please apply any other charges to Deposit Account No. 06-1050.

Respectfully submitted,

Date: \_\_\_\_\_

1/28/2



David L. Feigenbaum  
Reg. No. 30,378

**Version with markings to show changes made**

**In the claims:**

Claims 48, 58 and 62 have been amended as follows:

48. (Amended) A system comprising  
units of a commodity that are used by respective users in different locations,  
a user interface which is part of each of the units of the commodity and provides a  
medium for two-way local interaction between one of the users and the corresponding unit of the  
commodity for generating information about [use of the unit of] the commodity [by the user],  
a communication element that is associated with each of the units of the  
commodity and carries results of the two-way local interaction from each of the units of the  
commodity to a central location, and  
software that manages the interactions of the users in different locations and  
collection of the results of the interactions at the central location.

58. (Amended) The system of claim [57] 48 in which the two-way interaction  
provides instructions on how to use the commodity.

62. (Amended) The system of claim 48 [further comprising presenting] in which the  
user interface presents [user] information in one or more of the following styles: text, lists,  
charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary  
descriptions, or hypertext.